

***In The Claims***

Please cancel claims 31-32 without prejudice or disclaimer to the subject matter contained therein.

Please replace the claims as follows:

12. (Amended) A method for communicating with a voice mailbox comprising

the steps of:

receiving an information request and voice mailbox identification information from a wireless portable unit;

accessing an informational database with said information request;

receiving from the informational database, text format information in response to said information request;

processing said text format information with a text-to-voice processor to generate an audio representation of said text format information; and

transmitting said audio representation to a voice mailbox identified by said voice mailbox identification information, wherein the voice mailbox is remote from the wireless portable unit.

13. (Amended) The method of claim 12, wherein said information request comprises a plurality of geographic addresses and said text format information comprises driving directions between said addresses.

C3 15. (Amended) The method of claim 13, wherein said text format information comprises driving directions.

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D1 16. (Amended) The method of claim 12, wherein said informational database is Internet-based and is accessed remotely through HTTP emulation.

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C4 27. (Amended) A system for communicating with a voice mailbox comprising:  
a call center accepting an information request and voice mailbox identification information from a wireless portable unit;  
an interface for transmitting the information request to an informational database and for receiving responsive information back from the informational database;  
a text-to-voice processor receiving said responsive information in a text format and providing responsive information in a voice format; and  
a transmitter for providing said responsive information in the voice format to the voice mailbox, wherein the voice mailbox is remote from the wireless portable unit.

28. (Amended) The system of claim 27, wherein said interface comprises a computer server.

29. (Amended) The system of claim 28, wherein said call center comprises computer terminals networked to said computer server.

30. (Amended) The system of claim 29, wherein said computer server is Internet-based and is configured to be accessed remotely by said computer terminals.

Please add the following claims:

35. The method of claim 12, further comprising the steps of:  
recording said audio representation in the voice mailbox; and  
calling the voice mailbox using the wireless portable unit to retrieve the recorded audio representation.

36. A method of operating a travel directions information service comprising the steps of:

receiving a voice call from a person desiring travel directions;  
having an operator enter first information into a computer program based upon verbal communications from the person calling;  
accessing an informational database using at least a portion of the first information;  
receiving second information from the informational database; and

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transmitting the second information to a wireless portable device or voice mailbox associated with the person desiring travel directions.

37. The method according to claim 36, wherein the first information includes a destination address and a unique identification associated with the person calling or the wireless portable device.

38. The method according to claim 36, wherein the first information includes a plurality of geographic addresses and the second information comprises driving directions between the addresses.

39. The method according to claim 36, wherein the informational database is a mapping database and the second information includes driving directions.

40. The method according to claim 39, wherein the driving directions are provided in text format.

41. The method according to claim 39, wherein the driving directions are provided in graphic format.

42. The method according to claim 36, wherein said step of accessing the informational database occurs over the internet.

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43. The method according to claim 36, wherein said step of accessing the informational database occurs over a dedicated data line.

44. A system for providing travel directions information comprising:

a telephone to receive a voice call from a person desiring travel directions;

a data processing device for allowing an operator of the telephone to enter first information based upon verbal communications from the person calling;

a computer program for receiving the first information;

an interface, controlled by the computer program, to send a query to an informational database using at least a portion of the first information and to receive second information from the informational database; and

a transmitter to send the second information to a wireless portable device or voice mailbox associated with the person desiring travel directions.

45. The system according to claim 44, wherein the first information includes a destination address and a unique identification associated with the person calling or the wireless portable device.

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46. The system according to claim 44, wherein said first information includes a plurality of geographic addresses and said second information comprises driving directions between said addresses.

47. The system according to claim 44, wherein the informational database is a mapping database and said second information includes driving directions.

48. The system according to claim 44, wherein said interface is connected to the internet in order to transmit data to, and receive data from, the informational database.

49. A method of operating a travel directions information service comprising the steps of:

receiving first voice information from a person desiring travel directions;  
converting the first voice information into first text information using a voice-to-text processor;  
accessing an informational database using at least a portion of the first text information;  
receiving second text information from the informational database;  
converting the second text information into second voice information using a text-to-voice processor; and

transmitting the second voice information to a wireless portable device or

voice mailbox associated with the person desiring travel directions.

50. The method according to claim 49, wherein the first voice information includes a phone number associated with the person's voice mailbox.

51. The method according to claim 49, wherein the first voice information includes a destination address and a unique identification associated with the person calling or the wireless portable device.

52. The method according to claim 49, wherein the first text information includes a plurality of geographic addresses and the second text information comprises driving directions between the addresses.

53. The method according to claim 49, wherein the informational database is a mapping database and the second text information includes driving directions.

54. The method according to claim 49, wherein said step of accessing the informational database occurs over the internet.

55. A system for providing travel directions information comprising:

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a telephone answering device to receive a voice call from a person

desiring travel directions;

a voice-to-text processor to convert first voice information, stated by the person desiring travel directions, into first text information;

a computer program for receiving the first text information;

an interface, controlled by the computer program, to send a query to an informational database using at least a portion of the first text information and to receive second text information from the informational database;

a text-to-voice processor to convert the second text information into second voice information; and

a transmitter to send the second voice information to a wireless portable device or voice mailbox associated with the person desiring travel directions.

56. The system according to claim 55, wherein the first voice information includes a destination address and a unique identification associated with the person calling or the wireless portable device.

57. The system according to claim 55, wherein the first text information includes a plurality of geographic addresses and the second text information comprises driving directions between the addresses.



58. The system according to claim 55, wherein said interface is connected to the Internet in order to transmit data to, and receive data from, the informational database.--

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